



ACS Fiscal Year 2019 Annual Report



Shelter pets dressed up as aliens for the Storm Area 151 Adoption Event that generated 102 out of this world adoptions!

Inside this issue:

Chair's Corner Compassion Lives Here!	2
Future Pet Sales Survey FY 2020 Budget Items	3
Q4 Adoption Events Dispatch Revamp	4
Pet Transport Program Pre- Pilot Test	4
FY 2019 Fourth Quarter Staff Update	5
2019 Field Officer Graduates	5
Statistical Analysis	6

The Director's Desk

Most fiscal years that I have experienced with ACS had a beginning, middle, and end. However, FY 2019 felt only like a beginning that demands a much deserved sequel. During FY 2019, ACS staff worked diligently to complete high profile projects, pilot new programs, and revamp existing practices in an effort to create a strong foundation for future fiscal years. These efforts included a pilot program for field officers to microchip pets in the field. This pilot program expanded on the previous commitments to microchipping and resulted in an increase in pets returned to owners. For the first time in ACS history, our shelter returned over 8,000 pets to their owners within one fiscal year. Additionally, the ACS Volunteer Program and field dispatch services were evaluated and adjusted to deliver twice as many volunteer hours as last year and a record breaking month for field SLA compliance.



ACS Director
Heber Lefgren

With the help of the ACS Advisory Board and community input, ACS staff developed the FY 2020 strategic plan to continue the FY 2019 progress by emphasizing compassion in all that we do. It was truly a pleasure to host and meet the animal advocate community that attend my Meet the Director events. And the community members who we visited with during the many community activities held during the year.

I sincerely express my greatest thanks to everyone that has contributed to the ACS municipal shelter and improving the lives of San Antonio pets. We will continue to lead by example and use compassion to attract the highest caliber of employees and empower them to do good. THANK YOU!!!!



Rita Braeutigam

ACS Advisory Board Chair
Rita Braeutigam

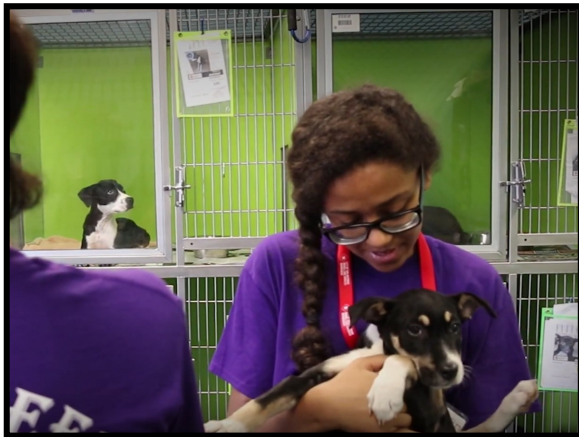
Chair's Corner

As we close out another fiscal year and prepare for winter festivities, it is fitting that we end FY 2019 and begin FY 2020 with the theme of compassion. This past fiscal year, ACS utilized community support to craft new programs and make adjustments to existing practices. One shining example was the increased involvement and embrace of the new ACS Volunteer Program. Thank you to all that participated in increasing total volunteer hours from 9,489 last year to 18,674 hours this year. Your contribution equals 9 full-time employees! Through selfless acts of compassion, we will change the culture of our community for the better.

One of the many goals for FY 2020 is to improve the local understanding of ACS. ACS has always welcomed and encouraged community involvement by educating one another. Please share your knowledge with others to increase responsible pet ownership. I encourage individuals, families, businesses, and social groups to participate in any of the rewarding engagement opportunities ACS has to offer. Volunteer registration for first-time volunteers has never been easier, and fostering a pet creates an immediate impact on shelter space challenges. Enjoy the holidays and when nights get cold cuddle up with a four-legged friend.

Compassion Lives Here!

During the FY 2019 budget presentation, ACS highlighted the role that animal welfare partners and active community leaders play in changing the treatment of pets in our community. The municipal shelter's efforts are multiplied when kind people take care of their pets and teach others how to care for their pets. ACS announced its journey to lead by example as the City of San Antonio's flagship of compassion. In FY 2019, compassion from the local community triumphed by increasing total pets placed in foster care by 43% from the previous fiscal year. The continued commitment made by animal welfare partners and active community leaders has shaped parts of the FY 2020 strategic plan. ACS aims to align its efforts with community needs by reviewing and adjusting the mission statement and shelter practices. In addition to aligning shelter practices with community needs, ACS will create a desirable and meaningful place of work for its employees through training and mentorship programs. By working together and seeking public feedback, ACS will recruit the highest caliber of employees who are empowered to do good. Go to https://youtu.be/dJEKb_EI5IE to view our compassion message and share it with someone you care about.



FY 2019 Programs and Projects Update

Future Pet Sales Survey

ACS administered a survey to San Antonio residents and visitors to garner feedback on the future of pet sales. The online survey was available in English and Spanish during July 2019 on SASpeakUp.com. Resident feedback on potential ordinance changes to pet law enforcement is necessary to understand how much support ACS would receive from the community for such changes. Controlling the stray and roaming dog population is dependent on the community's support for responsible pet ownership. Over 3,200 people responded to the survey, making it one of the most responsive surveys through SASpeakUP ever.

As ACS evaluates several potential changes to community pet laws and forms recommendations for City Council, residents provided their feedback on a variety of survey prompts. The majority of respondents expressed consistent support for adjusting pet laws in San Antonio. Nearly 95% of survey respondents agreed that there are too many loose and unowned dogs and cats within San Antonio. Over 70% of survey respondents strongly agreed that businesses and individuals breeding pets for the sole purpose of selling pets contribute to the problem of too many unowned pets in San Antonio. Over 67% of respondents strongly agreed that San Antonio should create laws that prohibit businesses and individuals from selling dogs and cats that did not come from an animal shelter or nonprofit rescue group. A full detailed version of the Future of Pet Sales Survey will be posted to the SASpeakUP website once all results have been analyzed.



Pet Transport Program Pilot Test



In July 2019, the Live Release Team began testing an in house transport program to pull pets from the ACS shelter and deliver them to non-profit shelters in the northern parts of the United States. ACS is working with the Humane Society of the United States through the Shelter Allies program and transporting pets to their hub shelter, Tulsa Humane Society.

ACS staff anticipates transports approximately 8-10 dogs per week with a focus on moms with puppies and large dogs. ACS staff has championed the responsibility of this test program by opening their offices as temporary living spaces to accommodate the transport schedule. These acts of compassion create more shelter space, and if this program test is successful ACS will continue the program in FY 2020.

Clear the Shelter & Storm Area 151

During Q4 of FY 2019, ACS participated in two of the largest adoption events of the year. To capitalize on the popularity of the “Storm Area 51” media sensation, ACS created the “Storm Area 151” adoption event to coincide with the event taking place in Nevada. Residents were encouraged to storm the shelter in droves to select a companion that was out of this world. The volunteer group, Craftin’ for Critters, used donated art supplies to create alien crafts for the adoptable pets. Storm Area 151 successfully produced over 100 adoptions in one weekend. Additionally, ACS participated in the national Clear the Shelters adoption event which contributed to the highest quarterly adoption totals of FY 2019. These two events spurred ACS to outperform last year’s total adoptions by nearly 400 pets!



Dispatch Revamp

Increasing response rates of calls for service was prioritized in Q4 of FY 2019 in an effort to better serve the community by improving the safety and protection of residents and their pets. ACS streamlined existing procedures by creating a database to forward calls for service where they are tracked and reviewed after their completion. Total calls for service increased by 7% from last fiscal year and were nearly 15% higher than the previous 3-year average. Despite the increase in calls for service, the dispatch revamp generated a 91% timely response rate in September 2019. This milestone eclipses the 79% timely response rate of August 2018, which was the record for highest response rate within the last four years. ACS will continue to pursue process improvements to expand upon this recent accomplishment, and performance metrics will be adjusted to reflect a new standard.

FY 2020 Budget Items



ACS will receive two new positions as a result of the FY 2020 budget process. The first is an Education & Engagement Branding Coordinator to support the marketing efforts for the Education and Outreach Division. As a part of the Education and Outreach Division, ACS invested in rebuilding the ACS Volunteer Program during FY 2019 and celebrated twice as many volunteer hours as last year. ACS will commit the same effort to improve in-house marketing capabilities and provide the Education and Outreach Division with the resources necessary for independent media outreach.

The second position is an Animal Care District Officer for District 6. District Officers work with their council district to provide additional customer service to areas of higher need. Additionally, ACS has adopted field microchipping as a standard practice, and in FY 2020 all field officers will be trained and equipped to implant microchips in the field.

FY 2019 Fourth Quarter Staff Update

Employee Name	Position	Action
Angela Coakley	Veterinary Technician	New Hire
Christina Harris	Animal Care Specialist	Promotion
Jason DeFelice	Animal Care Officer	New Hire
Kaitlan Helton	Live Release Program Coordinator	Transfer Full Time
Kendall Bradley	Apprentice	New Hire
Megan Dombeck	Animal Care Attendant	Transfer Full Time
Rocio Stringer	Education Coordinator	Transfer Full Time
Sherry Shankle	Live Release Program Coordinator	Transfer Full Time



City Manager Erik Walsh stopped by the ACS facility in celebration of Customer Service Week. Mr. Walsh took the time to meet with available staff and express his gratitude for all of their hard work.



Statistical Analysis

Analysis of the annual metrics for Fiscal Year 2019 will be a comparison of the results for Fiscal Year 2019 and the average of respective metric totals for the previous three years (Fiscal Year 2016, Fiscal Year 2017, and Fiscal Year 2018). Annual Fiscal Year 2019 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

Increasing the Live Release Rate

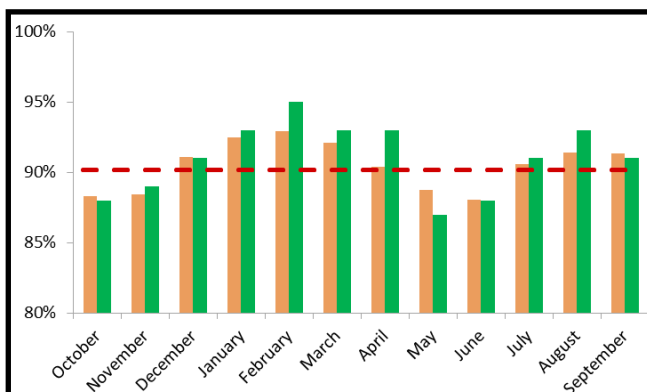
In FY 2014, ACS achieved an 81% live release rate, which was the highest live release rate ever achieved during the department's 60-year history. Just a short four years later ACS boasted a 93.8% Live Release rate during the second quarter of FY 2018. Since achieving a 90% Live Release rate for the first time in December 2015, ACS has created targeted programming and forged animal welfare partnerships as a commitment to improving the Live Release rate. The Live Release rate is calculated as the percentage of Adoptions + Rescues + Return-to-Owners (RTOs) + Trap-Neuter-Returns (TNRs) out of the total number of dogs and cats outcomed.

Live Release Rate

FY19 Annual Goal: 90%

FY19 Annual Results: 91%

FY16-FY18 Annual Avg. Results: 90%

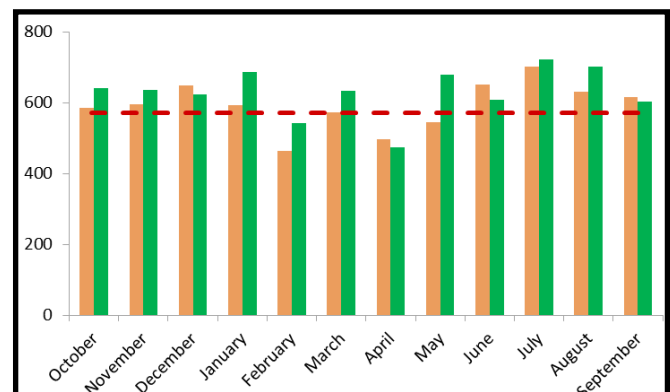


Adoptions

FY19 Annual Goal: 7,000

FY19 Annual Results: 7,551

FY16-FY18 Annual Avg. Results: 7,100



--- FY 2019 Target Prior 3 Year Average FY 2019 Actual

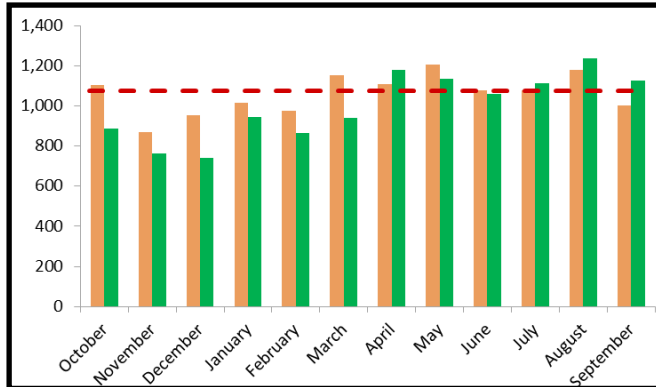
Increasing the Live Release Rate (Cont.)

Rescues

FY19 Annual Goal: 13,000

FY19 Annual Results: 11,983

FY16-FY18 Annual Avg. Results: 12,729

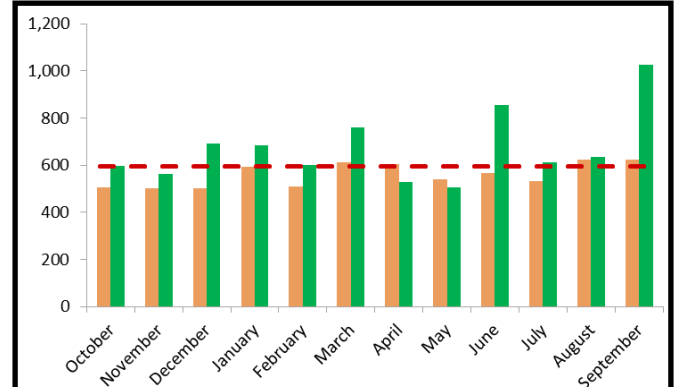


Return To Owner (Overall)

FY19 Annual Goal: 6,900

FY19 Annual Results: 8,059

FY16-FY18 Annual Avg. Results: 6,717

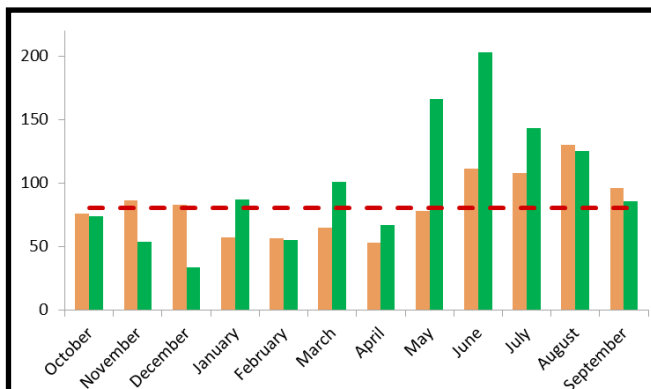


Trap Neuter Release

FY19 Annual Goal: 950

FY19 Annual Results: 1,195

FY16-FY18 Annual Avg. Results: 1,002

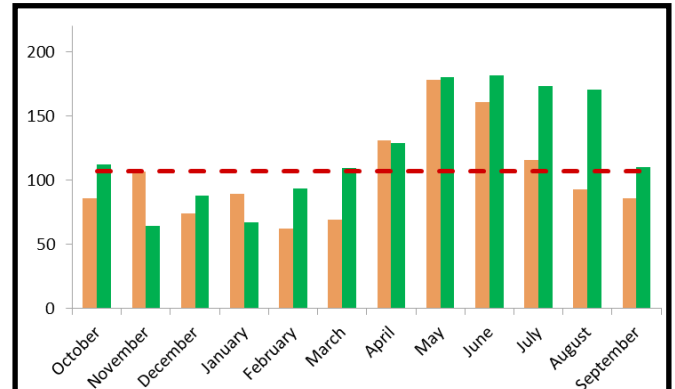


Pets Fostered

FY19 Annual Goal: 1,300

FY19 Annual Results: 1,476

FY16-FY18 Annual Avg. Results: 1,250



Control the Roaming Animal Population

Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does microchipping, which allows ACS to reunite roaming pets with their owners. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.

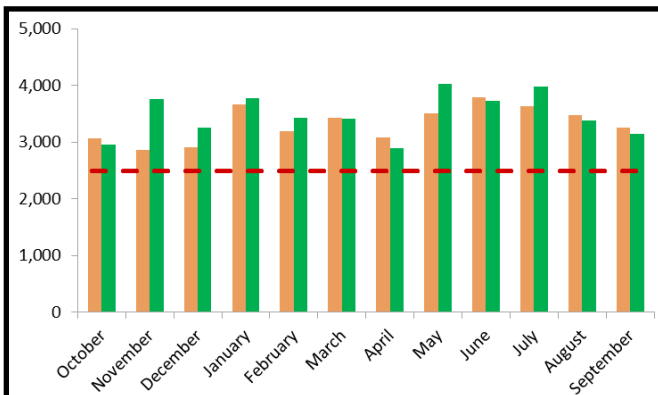


Total Spay & Neuter Surgeries

FY19 Annual Goal: 44,933

FY19 Annual Results: 41,740

FY16-FY18 Annual Avg. Results: 39,863

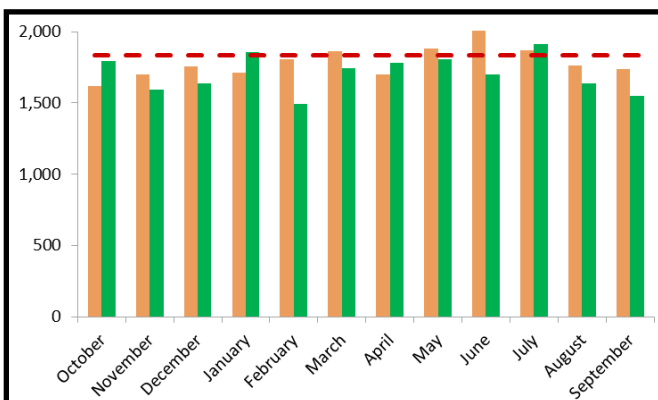


Microchips Registered

FY19 Annual Goal: 22,000

FY19 Annual Results: 20,506

FY16-FY18 Annual Avg. Results: 21,427

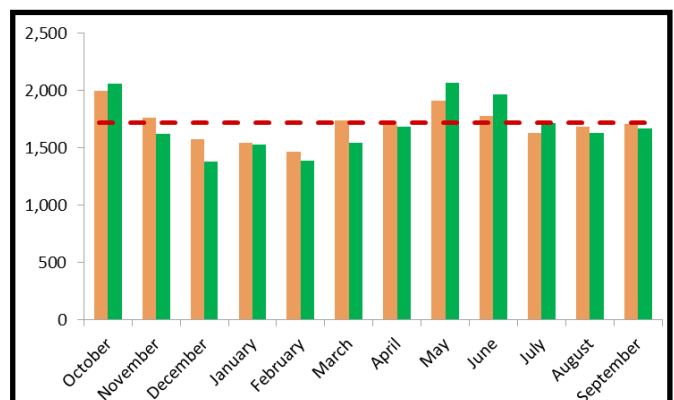


Deceased Dog/Cat Pick-up

FY19 Annual Goal: Less than 20,500

FY19 Annual Results: 20,240

FY16-FY18 Annual Avg. Results: 20,478



* In this metric a lower number means a greater success.

Enhanced Enforcement

Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to dangerous/aggressive dogs and animal cruelty cases. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of residents and their pets. This has lead to an increase in dangerous/aggressive dog designations, violations written, and cruelty cases filed.

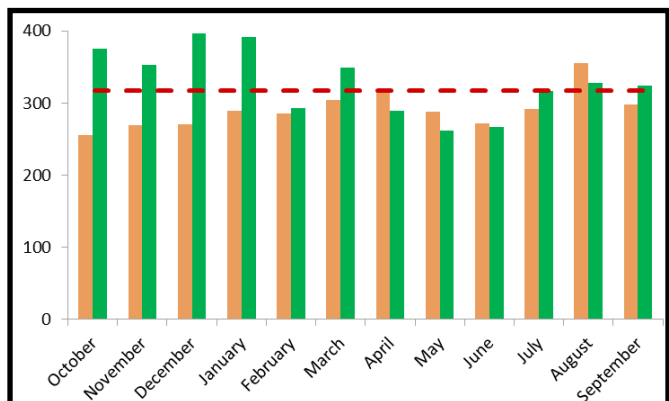


Pets Returned to Owner in the Field

FY19 Annual Goal: 3,800

FY19 Annual Results: 3,945

FY16-FY18 Annual Avg. Results: 3,497

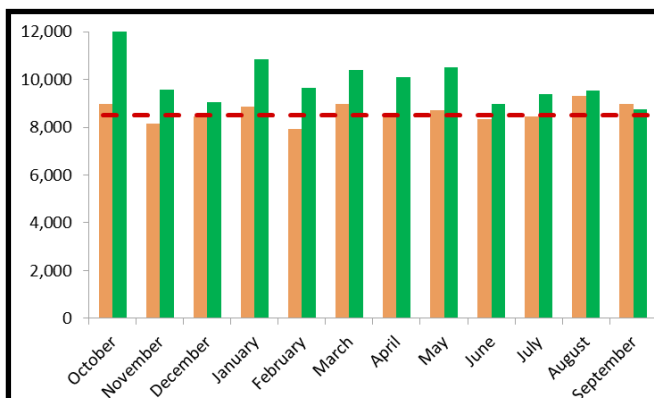


Calls for Service Requests

FY19 Annual Goal: 101,000

FY19 Annual Results: 118,759

FY16-FY18 Annual Avg. Results: 103,508

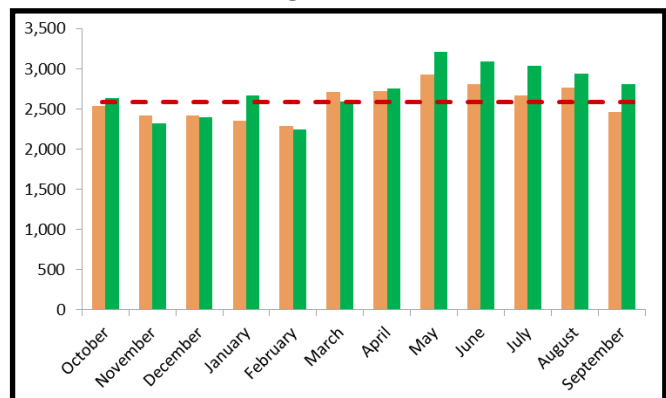


Impoundments

FY19 Annual Goal: 31,000

FY19 Annual Results: 32,670

FY16-FY18 Annual Avg. Results: 31,057

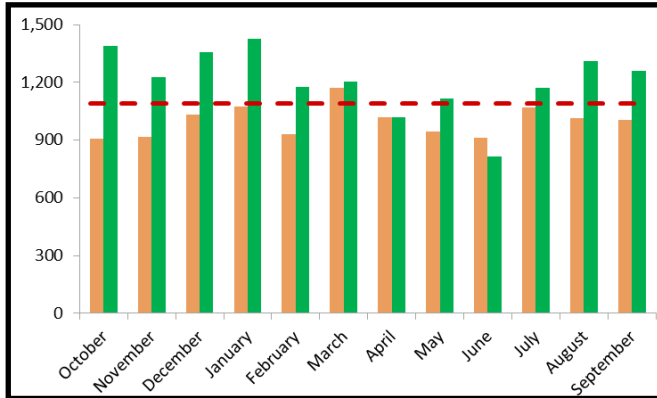


Citations Written

FY19 Annual Goal: 13,000

FY19 Annual Results: 14,474

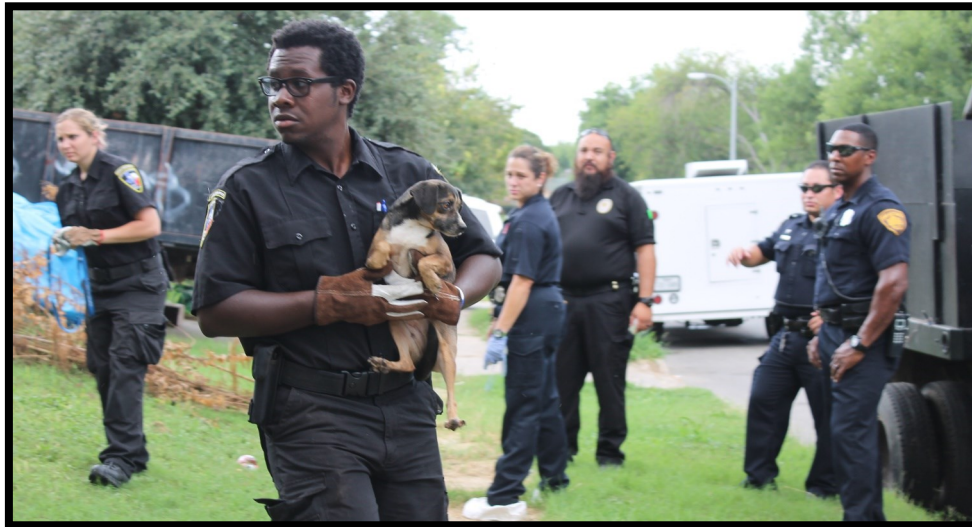
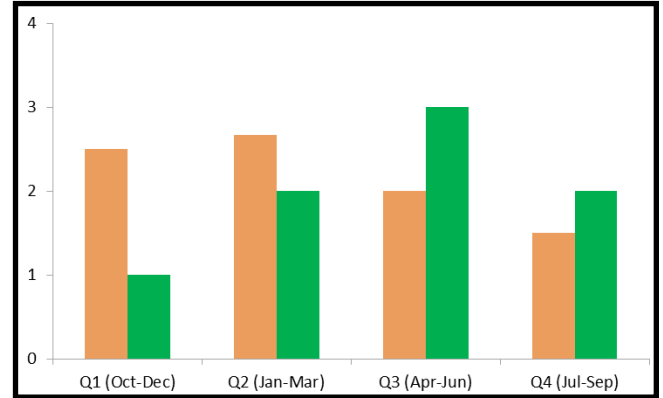
FY16-FY18 Annual Avg. Results: 11,992



Serious Bodily Injuries

FY19 Annual Results: 8

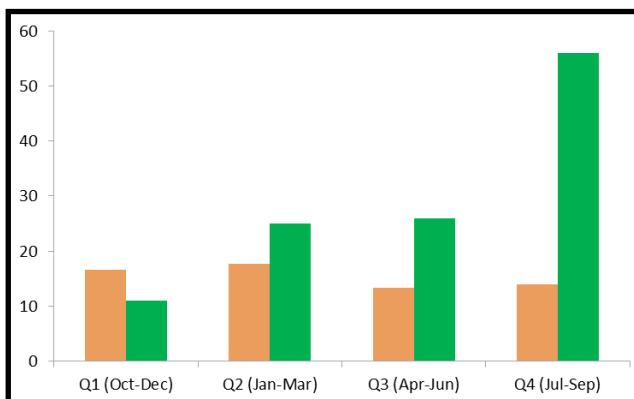
FY16-FY18 Annual Avg. Results: 7



Aggressive/Dangerous Designations

FY19 Annual Results: 118

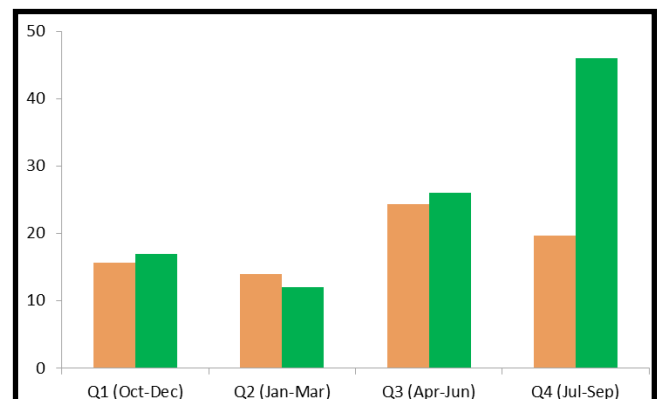
FY16-FY18 Annual Avg. Results: 62



Cruelty Cases Filed

FY19 Annual Results: 101

FY16-FY18 Annual Avg. Results: 74



Engage and Educate the Community

The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. The original target for total schools visited was designed with the intention that ACS would be awarded only one presentation during a school visit. ACS has tracked total school education presentations since Fiscal Year 2018, and is committed to making necessary adjustments to more accurately display the achievements of the Education & Outreach Division.

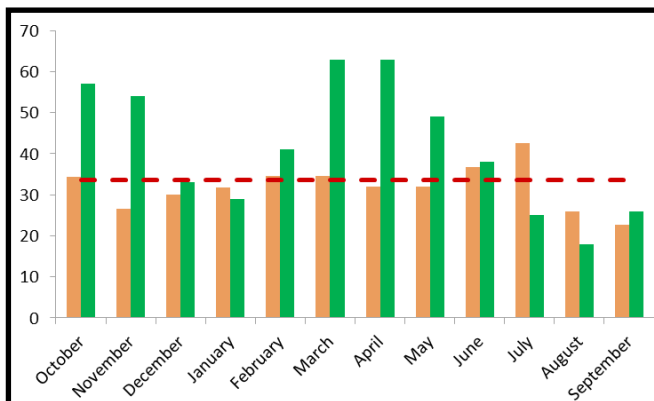


Education Events

FY19 Annual Goal: 400

FY19 Annual Results: 470

FY16-FY18 Annual Avg. Results: 384

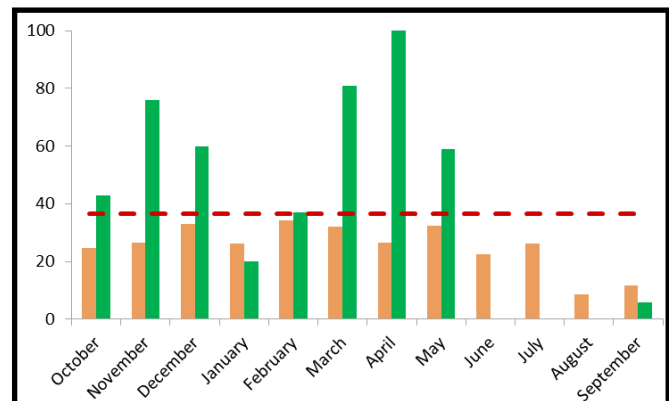


Schools Presentations*

FY19 Annual Goal: 450

FY19 Annual Results: 483

FY18 Annual Results: 547



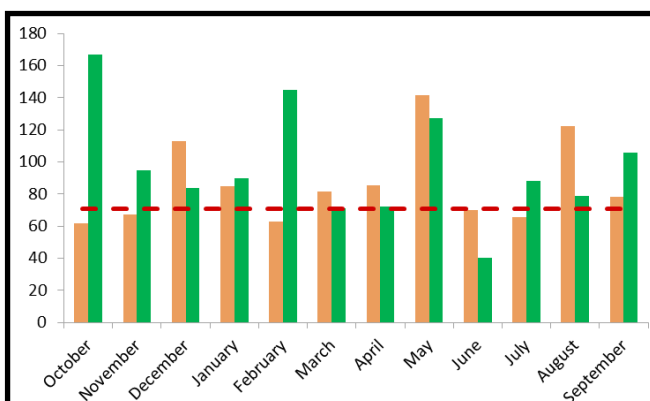
*ACS did not host an on campus summer camp June - August 2019.

Media Interactions

FY19 Annual Goal: 830

FY19 Annual Results: 1,164

FY16-FY18 Annual Avg. Results: 1,033

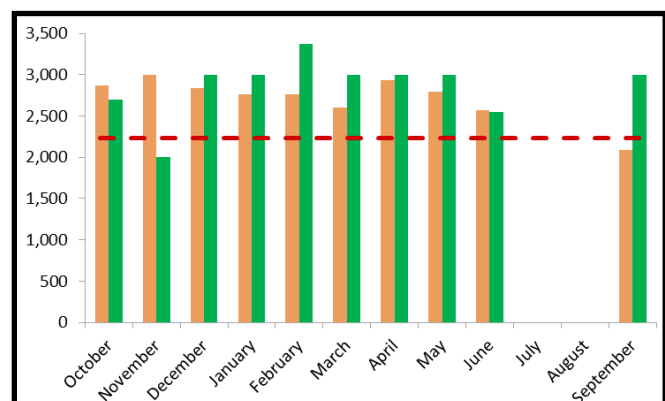


CNSI Homes Visited

FY19 Annual Goal: 26,500

FY19 Annual Results: 25,620

FY16-FY18 Annual Avg. Results: 27,217



--- FY 2019 Target Prior 3 Year Average FY 2019 Actual



Animal Care Services

4710 State Highway 151
San Antonio, TX 78227

Main Phone: 210-207-4738
Fax: 210-207-6676

Adoption Center Hours:

Monday - Friday: 11:00 am - 7:00 pm

Saturday/Sunday: 11:00 am - 5:00 pm

(Last Adoption 30 minutes prior to closing)

Pet Drop-Off Hours: (Based on space availability)

E-mail ACSIntake@sanantonio.gov to begin pet drop-off process

Tuesday - Friday: 11:00 am - 6:30 pm

Saturday: 11:00 am - 4:30 pm

Sunday/Monday: CLOSED

Our mission is to encourage responsible pet ownership by promoting and protecting the health, safety and welfare of the residents and pets of San Antonio through education, enforcement and community partnership.

